

From: Patrick Conlan
To: Microsoft ATR
Date: 1/2/02 4:15pm
Subject: Microsoft Settlement.

Hi, I wanted to take a couple of minutes to message you with my take on the DOJ/Microsoft settlement. Although I'm currently a Microsoft employee my opinions are my own and not those of my employer.

Summary: I'm broadly in favor of the settlement, although I worry that it might be used by those who despise the value of home-grown intellectual capital to attack the assets of Microsoft, both to obtain information "for free" and to prevent future innovation.

Before joining Microsoft I worked in Europe for a large pharmaceutical company - we were large Microsoft customers as well as customers of Sun, Oracle, IBM, Hyperion & DEC. In my experience dealing with Microsoft was far far easier than dealing with these alternative vendors who seemed to regard any request for information as an opportunity to charge extortionate consulting fees, whereas Microsoft:

- 1/ Published all of its bug fixes & advice on an open and free web site
- 2/ Published detailed code samples & api documentation on an open and free web site
- 3/ Built a foodchain of cheaper consultancies and provided certification to help us choose quality suppliers
- 4/ Had extremely professional product support who did not try to sell us anything
- 5/ Gave us appropriate volume discounts making the price of their products compelling

It was for these reasons that we moved from IBM's OS/2, DEC's Pathworks and from Novell's Netware to the Microsoft platform - not any underhand behaviour, and not any forced technical decision - they were just an easier company to deal with, more professional and open than our other suppliers.

I think that this should be born in mind when considering the remedy to correct behaviour that existed for a short period in time around 1995....

Thank you for your consideration

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